

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			25b. Provide statewide training and release of practice guides on FCP to include FTM within 30 days and CC to implement practice changes	Training Program Director RDs ASWS	25b.1 FCP Training curricula and practice guide developed in coordination with NRC technical assistance & Policy/Training Workgroup and approved. 25b.2 Train the trainers on FCP curricula and practice guide. 25b.3 Designated regional training staff, RD and ASWS drill down the FCP training to all county caseworkers per region.	25b.1 Finalized FCP training curricula and practice guide 25b.2 Training records 25b.3 Training records Statewide Training Evaluation Report	25b.1 Finalized = July 2005 25b.2 December 2005 25b.3 April 2006 October 2006	25b.1 August 2005 25b.2 December 2005 25b.3 April 2006		
			25c. Provide training and concise practice guide on case planning that includes the practice of family and child engagement in case plans, FTM within 30 days to develop the initial ISP, concurrent permanency planning and transitional planning with youth.	Training Program Director Regional Directors ASWS	25c.1 Develop curricula and concise practice guide for case planning with technical assistance and in coordination with the development of the on-going training system. 25c.2 Train the trainers on case planning curricula and guide.	25c.1 Curricula, Guide and Evaluation 25c.2 Training records	25c.1 December 2006 25c.2 Training = February 2007	25c.1 25c.2		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					25c.3 Trainers train county social worker staff per region.	25c.3 Regional Training attendance records and evaluation	25c.3 Training completed = April 2007 Evaluation = October 2007	25c3		
			25d. Each region will include in the RAP action steps to implement FTM practice standards and guidelines to comply with policy to engage family within 30 days to develop initial ISP.	Regional Directors ASWS	25d.1 Develop and implement RAP.	25d.1 Approved RAP.	25d.1 Approved and Implemented = January 2007	25d.1		
			25e. Implement the revised FCCR instrument and process to assess practice on custody cases related to parent and child active involvement in case planning.	Foster Care Reviewers	25e.1 Implement revised Foster Care Case Review instrument and process.	25e.1 Quarterly FCR Reports.	25e.1 Implement = July 2005 First Quarterly Report = October 2005 Second Quarterly Report = February 2006 Third Quarterly Report = June 2006	July 2005 October 2005 February 2006 June 2006		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			25f. Implement the supervisory case review instrument and process to ensure that each child has a documented ISP that was developed with the engagement of the children and families.	Region I Regional Director Supervisory Workgroup	25f.1 Implement revised supervisory case review form and process.	25f.1 MACWIS Supervisory Review Report	25f.1 First Report = December 2007	25f.1		
Item 26 Provides a process for the periodic review of the status of each child, not less frequently than once every 6 months, either by a court or by administrative review		Item 26 Goal: Children will be afforded a six month administrative review (CC) within 6 months of custody and within every 6 months thereafter.		Item 26 Goal Lead: Bureau Director of MACWIS PIP Coordinator Foster Care Review Program Supervisor	Item 26 Benchmark: Develop and implement MACWIS Reports to track County Conferences, including pending, overdue, and not held.	Item 26 Method: The method of measuring improvement will be through the MACWIS Reports.	March 2007		March 2008	
			26a. Provide statewide training and release of practice guides on FCP, FTM, and CC to implement practice changes	Training Program Director	26a.1 Training completed statewide	26a.1 Training Evaluation Report	26a.1 October 2006	26a.1		
			26b. Enhance the CC (six month administrative review) to be more family-centered.	Foster Care Review Supervisor	26b.1 Review and revise forms, procedures, and policy to be more consistent with family centered practice. 26b.2 Develop Practice Guide for CC for staff and families. 26b.3 Implement changes in CC practice.	26b.1 Revised forms, procedures and policy 26b.2 County Conference Practice Guide for staff and CC Guidebook for families 26b.3 FCR Program Quarterly Report	26b.1 July 2005 26b.2 July 2005 26b.3 Implemented October 2005	26b.1 July 2005 26b.2 July 2005 26b.3 October 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			26c. In collaboration with CIP and AOC distribute monthly reports for County Youth Court Judges that will assist with tracking six month periodic reviews (CC) on the status of each child.	DFCS Division Director Deputy of MACWIS, PIP and Special Projects Administration Unit	26c.1 Develop and implement Title IVE Permanency Hearing Report by County to provide to youth court judges to make them aware of need for Permanency Hearings. 26c.2 Copies of Permanency Hearing Reports sent directly to Youth Court Judges by DFCS SO. 26c.3 Quarterly meetings between the Chief Justice will be held to address reports, court responses and other court & agency issues impacting timely permanency.	26c.1 Permanency Hearing Report 26c.2 Memorandum and Reports 26c.3 Agendas/meeting notes	26c.1 Permanency Hearing Report Developed and implemented = June 2006 26c.2 Initiate process = June 2006 then on-going monthly 26c.3 Initiate = May 2006 and then quarterly thereafter	26c.1 June 2006 26c.2 June 2006 26c.3 May 2006		
Item 27 Provides a process that ensures that each child in foster care has a permanency hearing no less than every 12 months.	X	Item 27 Goal: Children in custody will be afforded an annual Permanency Hearing. Source: MACWIS report being developed – this report will be available June 2006		Item 27 Goal Lead: Deputy Director of MACWIS PIP Coordinator Administration Unit	Item 27 Benchmark: The development and implementation of a MACWIS Report to provide monthly information to Youth Court Judges regarding Permanency Hearings, and the use of the FCR monthly review and reporting process.	Item 27 Method: The methods of measuring improvement will be through the MACWIS report that is being developed to provide information to Youth Court Judges on a monthly basis to track Permanency Hearings, and through the FCR monthly review and reporting process.	March 2007		March 2008	

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			27a. Develop a MACWIS tickler to notify ASWS that a Permanency hearing must be scheduled.	Bureau Director of MACWIS, PIP and Special Projects MACWIS Unit	27a.1 Tickler in MACWIS production	27a.1 Tickler notification – process completed	27a.1 July 2006	27a.1		
			27b. Enhance the CC (six month administrative review) to be more family centered.	Foster Care Review Supervisor	27b.1 Review and revise forms, procedures, and policy to be more consistent with family centered practice. 27b.2 Develop Practice Guide for CC for staff and families. 27b.3 Implement changes in CC practice.	27b.1 Revised forms, procedures and policy 27b.2 County Conference Practice Guide for staff and CC Guidebook for families 27b.3 FCR Program Quarterly Report	27b.1 July 2005 27b.2 July 2005 27b.3 Implemented October 2005	27b.1 July 2005 27b.2 July 2005 27b.3 October 2005		
			27c. In collaboration with CIP and AOC develop monthly reports for county youth court judges that will assist with periodic review of the status of each child.	DFCS Division Director Deputy of MACWIS, PIP and Special Projects Administration Unit	27c.1 Develop and implement Title JVE Permanency Hearing Report by County to provide to youth court judges to make them aware of need for Permanency Hearings. 27c.2 Copies of Permanency Hearing Reports sent directly to Youth Court Judges by DFCS SO.	27c.1 Permanency Hearing Report 27c.2 Memorandum and Reports	27c.1 Permanency Hearing Reports Developed and Implemented = June 2006 27c.2 Initiate process = June 2006 and then on-going monthly	27c.1 June 2006 27c.2 June 2006		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					27c.3 Quarterly meetings between DFCS and the Chief Justice will be held to address reports, court responses and other court & agency issues impacting timely permanency.	27c.3 Agendas/meeting notes	27c.3 Initiate = May 2006 and then on-going quarterly thereafter	7c.3 May 2006		
			27d. RAPs will include action steps to ensure timely permanency hearings if the county self assessment reports determine this to be an area needing improvement.	RD, ASWS, County staff	27d.1 Develop RAP based on the county self assessment if timely Permanency Hearings is a permanency priority.	27d.1 Approved RAP	27d.1 Approved and implemented = January 2007	27d.1		
Item 28: Provides a process for termination of parental rights in accordance with ASFA.	X	Item 28 Goal: The MACWIS ASFA Compliance Report will be used to monitor 15 of 22 months and TPR requests and finalizations.		Item 28 Goal Lead: MACWIS Administrator Regional Directors County ASWS PIP Coordinator	Item 28 Benchmark: RD and ASWS will use the monthly ASFA Report to monitor compliance.	Item 28 Method: Regional Directors and County Area Social Work Supervisors will review the monthly MACWIS ASFA Compliance Report and follow-up on children past 15 of 22 months.	March 2007	January 2006	March 2008	
			28a. Continue MDHS and Mississippi School of Law collaboration to assist in timely finalization of adoption cases.	Placement Unit Director Adoption Program Director	28a.1 Evaluation of collaboration on expediting adoption finalizations on referred cases. 28a.2 Adoption staff and adoptive families educated regarding option of utilizing MS School of Law Project to handle adoption finalizations.	28a.1 Annual Evaluation 28a.2 Annual Evaluation (Utilization of Project)	28a.1 February 2006 28a.2 February 2006	28a.1 February 2006 28a.2 February 2006		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					28a.3 Based on Annual Evaluation, consider expanding MOU to include cases needing TPR.	28a.3 Memorandum of Understanding	28a.3 March 2006	28a.3 March 2006		
			28b. Develop a report to track the status of TPR and various stages of the adoption process by case to improve adoption practice.	Administration Unit Program Manager Adoption Program Director	28b.1 Report Developed	28b.1 Adoption Tracking Report	28b.1 May 2005	28b.1 May 2005		
			28c. Implement reporting system for ASWS and RD to provide feedback about improvements on MACWIS ASFA Compliance Report to track & address trends and patterns related to children in custody 15 of 22 months.	Bureau Director of MACWIS PIP Coordinator	28c.1 Develop ASWS Monthly and RD Quarterly Progress Improvement Reports. 28c.2 Train RD and ASWS on reporting. 28c.3 Implement reporting with implementation of RAP.	28c.1 Reporting forms and instructions 28c.2 Training records 28c.3 Monthly and Quarterly Progress Improvement Reports.	28c.1 Completed = May 2005 28c.2 Completed = February 2006 28c.3 Implement ASWS report = January 2007 First RD Quarterly Report = May 2007	28c.1 May 2005 28c.2 February 2006 28c.3		
			28d. Enhance the CC (six month administrative review) to be more family centered.	Foster Care Review Supervisor	28d.1 Review and revise forms, procedures, and policy to be more consistent with family centered practice.	28d.1 Revised forms, procedures and policy	28d.1 July 2005	28d.1 July 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					28d.2 Develop Practice Guide for CC for staff and families. 28d.3 Implement changes in CC practice.	28d.2 CC Practice Guide for staff and CC Guidebook for families 28d.3 FCR Program Quarterly Report	28d.2 July 2005 28d.3 Implemented October 2005	28d.2 July 2005 28d.3 October 2005		
			28e. Establish a State Level Task Force in collaboration with CIP to identify barriers to timely termination of parental rights and to develop solutions for barriers at various points in the TPR process.	DFCS Division Director Placement Unit Director CIP	28e.1 State Level Task Force established and meetings initiated. 28e.2 Draft recommendations regarding possible legislative changes such as improvement to the Foster Care Review statutory process. 28e.3 Recommendations presented to Sr. Mgt. & community partners for input and revisions. 28e.4 Present recommendations to MDHS Executive Director for legislative action.	28e.1 List of members Minutes of meetings 28e.2 Written recommendations 28e.3 Revised recommendations 28e.4 Proposal for legislative changes	28e.1 February 2006 28e.2 July 2006 28e.3 September 2006 28e.4 November 2006	28e.1 28e.2 28e.3 28e.4		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			28f. Restructure the SO Adoption Program procedures to reduce internal agency barriers to timely TPR.	Adoption Program Director	28f.1 Conduct a review of existing process and procedures for handling of TPR at State Office 28f.2 Based on review implement changes within SO procedures to improve efficient handling of TPR packets. 28f.3 Develop process for tracking TPR once sent to AG's office until the TPR order is received in SO 28f.4 Orient staff and implement new procedures.	28f.1 Recommendations for improving TPR internal process and procedures 28f.2 Written Procedures 28f.3 Written Procedures for tracking TPR once sent to AG 28f.4 Written Revised Procedures and memorandum to staff.	28f.1 February 2006 28f.2 February 2006 28f.3 February 2006 28f.4 February 2006	28f.1 28f.2 28f.3 28f.4		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
Item 29: Provides notification for foster parents, pre adoptive parents, and relative caregivers of children in foster care to be notified of, and have an opportunity to be heard in, any review or hearing held with respect to the child.	X	Item 29 Goal: Improve the CC notification process for foster parents, relative caregivers and pre-adoptive parents in preparation for court review and hearings. Source: Revised notification form letter in MACWIS and Youth Court Hearing Summary Reports.		Item 29 Goal Lead: Deputy Director of MACWIS, PIP and Special Projects Foster Care Review Program Supervisor	Item 29 Benchmark: Revised notification form letter in MACWIS. Source: Revised notification form letter in MACWIS and Youth Court Hearing Summary Reports.	Item 29 Method: MACWIS Screen Shot and Release Notes The FCR program staff will monitor through monthly case reviews and the monthly FCR issues report. Permanency Hearing Policy and Practice will be revised to include foster parents, pre-adoptive parents, relative placement providers, and grandparents with written notification for scheduled Permanency Hearings by August 2006.	March 2007		March 2008	
		29a. Provide facilitation training to FCR, ASWS and county social workers as part of the statewide training on FTM and CC along with the CC practice guide to improve the engagement of foster parents, pre-adoptive parents and relative caregivers in the CC.	Foster Care Review Program Supervisor	29a.1 Training completed statewide	29a.1 Training Records Evaluation Report	29a.1 April 2006 October 2006	29a.1 April 2006			

DHS
146671

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
Systemic Factor: Quality Assurance	X									
Item 30: the State has developed and implemented Quality Assurance standards	X									
Item 31: The State is operating an identifiable quality assurance system	X	<p>Item 31 Goal: The state will have in place an identifiable quality assurance system that includes FCCR, Supervisory Case Review and MACWIS reports and will utilize this information to improve practice</p> <p>Source: Foster Care Review, Supervisory Review and MACWIS Reports</p>	<p>Item 31 Goal Lead: Deputy Director of MACWIS, PIP and Special Projects</p> <p>MACWIS Unit</p> <p>Regional Directors/ASWS</p> <p>Deputy Director of Support</p> <p>Foster Care Review Program Supervisor</p>	<p>Item 31 Benchmark: The state will implement the revised FCR instrument and process and utilize reports to inform practice.</p> <p>The state will implement the supervisory case review instrument in MACWIS and use reports to inform practice.</p> <p>The state will implement the Progress Reporting System including progress on targeted MACWIS reports for the field.</p> <p>The targeted MACWIS Reports will include: the Timeliness Report, the Family Team Meeting Report, and the ASFA Report (15 of 22 months)</p>	<p>Item 31 Method: First FCR Quarterly Report = October 2005</p> <p>First MACWIS Supervisory Review Report = December 2007</p> <p>First RD Quarterly Progress Report = May 2007</p>	March 2007		March 2008		

DHS

146672

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			31a. Implement the supervisory case review instrument and process for in-home and custody cases. Utilize MACWIS Supervisory Review Reports to inform and improve practice.	Region I Regional Director Supervisory Workgroup	31a.1 Narrative type added to MACWIS to include "Supervisory Administrative Review" 31a.2 Develop MACWIS report to pull case review data pertaining to "Supervisory Administrative Review" type report 31a.3 Supervisory Review Committee to revise MDHS - SS -408 Supervisory Administrative Review form to include in-home case information to be integrated into MACWIS 31a.4 MACWIS System Requirements Document completed and shared with Supervisory Review Committee.	31a.1 MACWIS Report and MACWIS Release Notes 31a.2 MACWIS Supervisory Report 31a.3 Revised Supervisory Administrative Review form for both in-home and custody cases 31a.4 MACWIS System Requirements Document	31a.1 July 2005 31a.2 June 2007 31a.3 August 2005 31a.4 June 2006	31a.1 May 2005 31a.2 31a.3 August 2005 31a.4		

DHS
146673

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					<p>31a.5 Change tickler from ISP due at 3 month to supervisory administrative review tickler to be sent to ASWS at two months and RD if not completed at 3 months to monitor supervisory reviews.</p> <p>31a.6 MACWIS System Requirements Documents designed, developed and tested for implementation in MACWIS.</p> <p>31a.7 Supervisory Administrative Review Concise Practice Guide Completed</p> <p>31a.8 Training provided to ASWS on Supervisory Case Review, Practice Guide & MACWIS.</p> <p>31a.9 Release notes and concise practice guide posted on MACWIS website</p>	<p>31a.5 MACWIS Release note</p> <p>31a.6 MACWIS Work Plan</p> <p>31a.7 Practice Guide</p> <p>31a.8 Training records</p> <p>31a.9 MACWIS Release Notes and Practice Guide</p>	<p>31a.5 December 2006</p> <p>31a.6 October 2006</p> <p>31a.7 April 2007</p> <p>31a.8 May 2007</p> <p>31a.9 May 2007</p>	<p>31a.5</p> <p>31a.6</p> <p>31a.7</p> <p>31a.8</p> <p>31a.9</p>		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					31a.10 Supervisory Administrative Review deployed in MACWIS and implemented in practice.	31a.10 MACWIS Screen Shots	31a.10 December 2007	31a.10		
					31a.11 MACWIS report developed to pull case review data based on Supervisory Administrative Review.	31a.11 MACWIS Supervisory Case Review Report	31a.11 First Quarterly Report = December 2007	31a.11		
			31b. Revise and implement current Foster Care Review Instrument to be more qualitative.	Foster Care Review Program Supervisor	31b.1 Draft revisions to current instrument to support CFSR outcomes and develop glossary of terms and instructions. 31b.2 Request TA from NCWRCOI for review and feedback to improve quality of instrument. 31b.3 Revise based on feedback from NCWRCOI. 31b.4 Submit for review and feedback to Unit Director and Sr. Mgt. Staff.	31b.1 Draft instrument Glossary of terms and instructions 31b.2 Feedback for draft instrument TA written comments 31b.3 Revised draft 31b.4 Revised draft	31b.1 February 2005 31b.2 February 2005 31b.3 April 2005 31b.4 April 2005	31b.1 October 2005 31b.2 February 2005 31b.3 April 2005 31b.4 April 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					31b.5 Provide orientation to staff on new form and procedures for test and provide additional TA.	31b.5 Training record of meeting	31b.5 May 2005	31b.5 April 2005		
					31b.6 Test new form and procedures on 1 case per region per worker for feedback and make final revisions.	31b.6 Recommendations from Test for final revisions or improvements.	31b.6 May 2005	31b.6 May 2005		
					31b.7 Submit revised draft instrument for final review & approval.	31b.7 Approved instrument	31b.7 May 2005	31b.7 May 2005		
					31b.8 Present tool to ASWS in field through Regional Staff meetings prior to implementation	31b.8 Regional Staff Meetings agenda and attendance records	31b.8 February 2006	31b.8		
					31b.9 Implement revised instrument and process in all regions.	31b.9 Quarterly Reports to Division Director, Deputies and Sr. Mgt.	31b.9 Implement = July 2005 First Quarterly Report = October 2005	31b.9 July 2005 Second Quarterly Report = February 2006		
								February 2006		
								June 2006		

DHS
146676

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			31c. Develop a tool to collect data from the FCCR instrument that can be reported to DFCS Division Director and Bureau Director of MACWIS, PIP and Special Projects.	Foster Care Review Program Supervisor	31c.1 Develop spread sheet tool for monthly data collection and that automatically calculates percentages for monthly tallies	31c.1 Spread sheet tool	31c.1 June 2005	31c.1 June 2005		
					31c.2 Develop quarterly reporting system.	31c.2 Quarterly Report Format and tools	31c.2 July 2005	31c.2 July 2005		
					31c.3 Submit Quarterly Report.	31c.3 Quarterly Report	31c.3 First Quarterly Report = October 2005 Second Quarterly Report = February 2006 Third Quarterly Report = June 2006	31c.3 October 2005 February 2006 June 2006		
			31d. MACWIS reports will be utilized as a management tool to track progress of regions and counties to improve the accuracy of data entry and to improve the quality of practice.	Bureau Director of MACWIS, PIP and Special Projects MACWIS Unit	31d.1 Monthly distribution of regional and county data and reports distributed to RD to monitor progress within the region in reaching goals and desired outcomes.	31d.1 Monthly statistical reports	31d.1 February 2006 and on-going	31d.1		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			31e. Implement reporting system to track improvements in practice based on targeted MACWIS Reports for the ASWS and RD to provide feedback about improvements.	Bureau Director of MACWIS, PIP and Special Projects PIP Coordinator	31e.1 Develop ASWS Monthly and RD Quarterly Progress Improvement Reports. 31e.2 Train RD and ASWS on reporting. 31e.3 Implement reporting with implementation of RAP.	31e.1 Reporting forms and instructions 31e.2 Training records 31e.3 Monthly and Quarterly Progress Improvement Reports.	31e.1 Completed = May 2005 31e.2 Completed = February 2006 31e.3 Implement ASWS report January 2007 RD Quarterly Report = May 2007	31e.1 May 2005 31e.2 February 2006 31e.3		
Systemic Factor: Training and Policy	X									
Item 32: The State is operating a staff development and training program that supports the goals and objectives in the CFSP.		X								

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
Item 33: The State provides for ongoing training system implemented for DFCS staff statewide.	X	Item 33 Goal: On-going training system implemented for DFCS staff statewide. Source: Training Program Records including curricula, training records and evaluation reports		Item 33 Goal Lead: Bureau Director for Support Protection Unit Director Training Program Director	Item 33 Benchmark: On-going training curricula implemented and first full round of on-going training completed. Training needs surveys developed for distribution to staff to help in determining additional training and/or on-going training needs for caseworker and supervisory training.	Item 33 Method: First Round of On-training curricula implemented and trained statewide On-going training system fully implemented	April 2007		March 2008	
		33a. Utilize technical assistance from the NCWRCP CPPP to provide recommendations for policy, practice, and training related to FCP, FTM, and CC to improve family engagement in decision-making, assessment and case planning.		Bureau Director of MACWIS, PIP and Special Projects Protection Unit Director (Practice Lead) Training Program Director Placement Unit Director Policy Lead	33a.1 Request TA through ACF RO and coordinate TA with NRC 33a.2 Initiate conference calls and develop plan for TA (Bureau Director) 33a.3 Initiate on-site training and technical assistance at the CWTI Annual Conference	33a.1 ACF RO written approval and confirmation from NRC 33a.2 TA Plan 33a.3 CWTI Conference Agenda TA Report from NRC	33a.1 January 2005 33a.2 March 2005 33a.3 February 2005	33a.1 January 2005 33a.2 March 2005 33a.3 February 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7	8		
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement	Goals of Achievement		
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					33a.4 Incorporate NRC recommendations into policy and practice changes for FCP, FTM, and CC. (Policy Lead and Practice Lead)	33a.4 Policy, Training Curricula and practice guides Completed FCP, FTM, CC training completed and practice guides released	33a.4 July 2005 April 2006	33a.4 August 2005 April 2006		
		33b. Utilize technical assistance from the NCWRCCPS to provide recommendations for improvement to policy, practice and training for intake, screening, and investigation response and to develop training statewide.		Deputy Director of MACWIS, PIP Protection Unit Director/Practice Lead Placement Unit Director Policy Lead	33b.1 Request TA through ACF RO and coordinate TA with NRC 33b.2 Initiate conference calls and develop plan for TA (Deputy Director) 33b.3 Initiate on-site training and technical assistance at the CWTI Annual Conference (Protection Unit Director and Training Program Director) 33b.4 Incorporate NRC and Policy and Practice Workgroup recommendations into policy and practice changes for intake, screening, and investigation response. (Policy Lead)	33b.1 ACF RO written approval and confirmation from NRC 33b.2 TA Plan 33b.3 CWTI Conference Agenda TA Report from NRC 33b.4 Revised Policy Concise Practice Guides and related Training Curricula	33b.1 January 2005 33b.2 March 2005 33b.3 February 2005 33b.4 November 2006	33b.1 January 2005 33b.2 March 2005 33b.3 February 2005 33b.4		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					33b.5 implement recommendations from NRC and Policy and Practice Workgroup as part of statewide training and release practice guides. (Training Program Director)	33b.5 Training curricula Trained statewide and practice guides released Training Evaluation Report	33b.5 April 2007 October 2007	33b.5		
			33c. Develop and implement Level 2 On-going training curricula and concise practice guides based on the three skill areas of Assessment, Case Planning and Family/Community Engagement in coordination with policy revisions.	Protection Unit Director Training Program Director	33c. 1 Obtain and coordinate T/TA from the NRCS to assist with the development of curricula, practice guides, TOT and policy revisions for the on-going training system. 33c.2 (ASSESSMENT) Curricula, concise practice guide, and TOT materials Assessment including Safety and Risk Assessment developed in coordination with TA and policy revisions. 33c.3 (ASSESSMENT) Train the trainers completed	33c.1 T/TA Reports Training Report Training materials 33c.2 Curricula, Guide, TOT materials 33c.3 Training Records	33c.1 Initiate T/TA = December 2006 33c.2 Developed = December 2006 33c.3 Completed = February 2007	33c.1 33c.2 33c.3		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					<p>33c.4 (ASSESSMENT) RD and Training staff partners to provide drill down training for ASWS and county staff per region.</p> <p>33c.5 (CASE PLANNING) Curricula, concise practice guide, and TOT materials for Case Planning including ISPs, Caseworker Visitation, Concurrent Permanency Planning & IL Transitional planning for youth developed in coordination with policy revisions.</p> <p>33c.6 Train the trainers completed</p> <p>33c.7 RD and Training staff partners to provide training for ASWS county staff per region.</p>	<p>33c.4 Regional Training and attendance records Evaluation Results</p> <p>33c.5 Curricula, Guide, TOT materials</p> <p>33c.6 Training records</p> <p>33c.7 Training records</p>	<p>33c.4 Completed = June 2007</p> <p>33c.5 Developed = December 2006</p> <p>33c.6 Completed = February 2007</p> <p>33c.7 Training Completed = April 2007</p>	<p>33c.4</p> <p>33c.5</p> <p>33c.6</p> <p>33c.7</p>		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					<p>33c.8 (FAMILY & COMMUNITY ENGAGEMENT) Curricula, concise practice guide, and TOT materials for Family & Community Engagement including FTM & CC and working with community groups, in coordination with policy revisions.</p> <p>33c.9 Train the trainers completed</p> <p>33c.10 RD and Training staff partners to provide drill down training for ASWS and county staff per region.</p> <p>33c.11 Revise the Level 1 Intensive core training to be consistent with changes in practice based on training and policy changes.</p>	<p>33c.8 Curricula, Guide and TOT materials</p> <p>33c.9 Training records</p> <p>33c.10 Training records</p> <p>33c.11 Revised Intensive Curricula</p>	<p>33c.8 Developed = July 2005</p> <p>33c.9 Completed = December 2005</p> <p>33c.10 Training Completed = April 2006</p> <p>33c.11 Revised = March 2007 and then annually</p>	<p>33c.8 August 2005</p> <p>33c.9 December 2005</p> <p>33c.10 April 2006</p> <p>33c.11</p>		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/Negotiated measure/Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					33c.12 Utilize evaluation summary results from on-going training evaluation to continuously inform & identify staff training needs; to upgrade existing curricula; to improve trainings; and for annual planning.	33c.12 Compiled evaluation results	33c.12 Annual revisions to Training IVB & IVE plan = May 2005 & November 2006 & November 2007	33c.12 June 2005		
			33d. Coordinate with IV-E CWTI to provide on-going training curricula for specialized areas including substance abuse, domestic violence, working with the courts and other targeted areas.	Bureau Director of Support Protection Unit Director Training Program Director	33d.1 CWTI will implement through regionally based colleges or universities for regionally based training sessions. 33d.2 CWTI Training evaluation results submitted. 33d.3 Develop a training needs survey for distribution to all staff to determine additional and/or on-going training needs for pre-service and on-going caseworker training and for specialized staff training needs. 33d.4 Distribute survey to all staff.	33d.1 Training and attendance records 33d.2 Training evaluation 33d.3 Survey 33d.4 Distribution Memo and Survey Results	33d.1 Completed = June 2005 33d.2 July 2005 33d.3 November 2006 33d.4 January 2007, and annually thereafter	33d.1 June 2005 33d.2 July 2005 33d.3 33d.4		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					33d.5 Evaluate survey results and determine staff ongoing training needs, as well as needed new curriculums and/or modifications to existing curriculums.	33d.5 Analysis of Need Report	33d.5 April 2007	33d.5		
					33d.6 DFCS Training Unit will assume responsibility for ongoing training and will begin training with the topic "Family Violence for Child Welfare Workers."	33d.6 Training Materials	33d.6 January 2007	33d.6		
					33d.7 Train the Trainers completed.	33d.7 Training Records	33d.7 Training Completed = March 2007	33d.7		
					33d.8 Statewide/Regional Training completed	33d.8 Training Records	33d.8 Training Completed = May 2007, and annually	33d.8		
			33e. Develop and implement Level 1 Intensive supervisory curricula for all new supervisors.	Training Program Director Region I Regional Director Supervisory Training Workgroup PIP Coordinator	33e.1 Establish Supervisory Training Workgroup to develop supervisory training system.	33e.1 List of Workgroup	33e.1 Initiated = August 2005	33e.1 September 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					<p>33e.2 Access T/TA to assist workgroup in the evaluation of existing supervisory training curricula and the development of a Supervisory Training system.</p> <p>33e.3 Develop a supervisory training needs survey for RD, ASWS, and Program Managers to determine additional and/or on-going supervisory training needs for Level I and Level II Supervisory Training.</p> <p>33e.4 Distribute survey to all RD, ASWS, and Program Managers.</p> <p>33e.5 Evaluate survey results and determine ongoing training supervisory training needs, as well as new curriculums and/or modifications to existing curriculums.</p> <p>33e.6 Develop Level I Intensive Supervisory training curricula and evaluation</p>	<p>33e.2 TA provided</p> <p>33e.3 Survey</p> <p>33e.4 Distribution Memo and Survey Results</p> <p>33e.5 Analysis of Needs Report</p> <p>33e.6 Curricula and evaluation</p>	<p>33e.2 Initiate T/TA = May 2006</p> <p>33e.3 November 2006</p> <p>33e.4 January 2007, and annually thereafter</p> <p>33e.5 April 2007</p> <p>33e.6 Dev. = March 2007</p>	<p>33e.2</p> <p>33e.3</p> <p>33e.4</p> <p>33e.5</p> <p>33e.6</p>		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					33e.7 Curricula and evaluation submitted to Supervisory Workgroup and the Regional Directors for approval.	33e.7 Approved curricula and evaluation	33e.7 Presented = March 2007	33e.7		
					33e.8 Develop a Level I Intensive Supervisory Training Concise Guide	33e.8 Concise Guide	33e.8 August 2007	33e.8		
					33e.9 Train the trainers completed.	33e.9 Training records and materials	33e.9 September 2007	33e.9		
					33e.10 Implement a continuous process for Level 1 Intensive Supervisory Training for all new supervisors	33e.10 Regional Training Records	33e.10 Implement = October 2007 and on-going	33e.10		
			33f. Develop and implement Level II Advanced Supervisory Training for all Supervisors	Training Program Director Region I Regional Director Supervisory Training Workgroup PIP Coordinator	33f.1 Develop Level II Advanced Supervisory Training curricula and evaluation 33f.2 Curricula and evaluation submitted to Supervisory Workgroup and the Regional Directors for approval 33f.3 Train the trainers	33f.1 Curricula and evaluation 33f.2 Approved curricula and evaluation 33f.3 Training records	33f.1 March 2007 33f.2 Presented = March 2007 Approved = April 2007 33f.3 May 2007	33f.1 33f.2 33f.3		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					completed 33f.4 Implement a continuous process for Level II Advanced Supervisory training for all supervisors.	and materials 33f.4 Regional Training Records	33f.4 June 2007	33f.4		
					33f.5 Develop a supervisory training needs survey for RD, ASWS, and Program Managers to determine additional and/or on-going supervisory training needs for Level I and Level II Supervisory Training.	33f.5 Survey	33f.5 November 2006	33f.5		
					33f.6 Distribute survey to all RD, ASWS, and Program Managers.	33f.6 Distribution Memo and Survey Results	33f.6 January 2007, and annually thereafter	33f.6		
					33f.7 Evaluate survey results and determine ongoing training supervisory training needs, as well as new curriculums and/or modifications to existing curriculums.	33f.7 Analysis of Needs Report	33f.7 April 2007	33f.7		
			33g. Make Training schedule easily accessible to field.	Training Program Director	33g.1 Training Schedule posted on MACWIS website	33g.1 Training Schedule	33g.1 June 2005	33g.1 November 2005		
					33g.2 DFCS Master	33g.2 Training Schedule	33g.2 March 2006	33g.2 March 2006		

DHS
146688

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					Training Schedule revised and updated.					
			33h. Restructure Volume IV policy manual by separating practice and policy and developing a useable policy manual and corresponding practice guides that are consistent with training.	Placement Unit Director / Policy	33h.1 Coordinate Technical Assistance from NRCPP and NRCCPS to assist with the development of policy in coordination with the on-going training system and concise practice guides. 33h.2 Separate existing Policy & Practice in preparation for policy work. 33h.3 Practice and Policy workgroup and committees to develop recommendations for policy revisions targeting the areas of assessment, case planning and family/community engagement and submit to Policy Lead and Practice Lead.	33h.1 T/TA Report 33h.2 Policy Materials Practice Materials 33h.3 Written recommendations Based on targeted areas	33h.1 Initiated = January 2005 33h.2 February 2005 33h.3 Family Engagement = September 2006 Intake, Screening and Response = September 2006 Assessment = September 2006 Case Planning = September 2006	33h.1 January 2005 33h.2 February 2005 33h.3		

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					33h.4 Policy for Assessment, Case Planning and Family/Community Engagement.	33h.4 Draft Policy	33h.4 Family Engagement = December 2006	33h.4		
					33h.5 Revised draft based on input for final review and comment.	33h.5 Draft policy revisions	33h.5 Family Engagement = January 2007	33h.5		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					33h.6 Finalize policy	33h.6 Final Policy	33h.6 Family Engagement = February 2007 Investigations = February 2007 Assessment = February 2007 Case Planning = May 2007	33h.6		
					33h.7 Submit Policy for approval through MDHS procedures and channels.	33h.7 Documentation of Official Approval	33h.7 May 2007	33h.7		
Item 34:The State provides training for current and prospective Foster parents, adoptive parents and staff of State licensed or approved facilities.	X	Item 34 Goal: State will have a system for on-going training for licensed foster homes, relatives and adoptive parents: Source: Adoption and Licensure policy, procedures and training resources		Item 34 Goal Lead: Adoption Program Director Licensure Program Director	Item 34 Benchmark: State will have implemented revised pre-service training curricula for prospective foster parents, adoptive parents, and relatives. Source: Revised Pre-service curricula and training records	Item 34 Method: Revised pre-service curricula and training records Adoption and Licensure policy, procedures and training resources	March 2007		March 2008	

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006)

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			34a. Access T/TA from Adopt US Kids to "train trainers" pairing resource families with staff to provide training for responding to the call from prospective foster and adoptive families.	Adoption Director and Licensure Director	34a.1 "Train the trainer" completed	34a.1 Training records	34a.1 August 2006	34a.1		
			34b. Coordinate with IVE CWTI to develop and implement on-going training for foster and adoptive parents for identified specialized areas.	Protection Unit Director Training Program Director Licensure & Adoption Units See 6g	34b.1 CWTI implement through regionally based training sessions. 34b.2 Training evaluation results submitted. 34b.3 DFCS will conduct an annual statewide survey of Resource Families needs. 34b.4 A yearly calendar of resource trainings, based on the survey findings will be posted on the MACWIS website. 34b.5 Links to on-line resource families training sites on DHSS website will be established.	34b.1 Training and attendance records 34b.2 Training Evaluation 34b.3 Survey results 34b.4 MACWIS web screen shots 34b.5 Screen shots	34b.1 Completed = June 2005 34b.2 July 2005 34b.3 April 2007, and annually thereafter 34b.4 August 2007 34b.5 April 2007	34b.1 June 2005 34b.2 July 2005 34b.3 34b.4 34b.5		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					34b.6 Seven regional quarterly support group meetings, with approved training hours, will be offered.	34b.6 Agendas and training materials	34b.6 April 2007	34b.6		
					34b.7 Coordinate with private providers to offer additional trainings based on survey results, or regional support group requests.	34b.7 List of private providers, training topics, and schedule.	34b.7 August 2007	34b.7		
					34b.8 Provide yearly conference training opportunities to resource parents selected as regional trainers.	34b.8 Agendas, training materials	34b.8 August 2007, and annually thereafter	34b.8		
			34c. Access T/TA from the National Child Welfare Resource for Special Needs Adoption and the NCWRCFCPPP to enhance the current pre-service training curricula to address the roles of foster and adoptive families in working as team members and based on programmatic changes to policy and practice	Adoption Director Licensure Director	34c.1 T/TA to review and enhance PATHS curriculum based on dual certification and foster/adopt families role as team members with DFCS and working with birth families.	34c.1 Revised Curriculum	34c.1 August 2006	34c.1		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			34d. Develop a plan to address the unique resource needs for new children entering care in Harrison, Hancock and Jackson counties.	Director of Field Operation Region 6 South Regional Director Region 6 South ASWSs	34d.1 Convene a workgroup to identify the unique needs of the Coastal counties, and develop priorities to address the identified needs. 34d.2 Identify internal and external resources that can be engaged. 34d.3 Formalize plan to address the needs of children entering care, and implement plan.	34d.1 List of Workgroup members, the identified needs, and the priorities. 34d.2 Identified resources. 34d.3 Formalized Plan	34d.1 October 2006	34d.1		
Systemic Factor: Service Array	X									
Item 35 The State has in place an array of services that assess the strengths and needs of children and families to determine service needs and to address identified needs	X	Item 35 Goal: Increase targeted state & county level collaborative efforts and partnerships to improve coordination & access to existing services statewide.		Item 35 Goal Lead: DFCS Division Director Deputy Director of Support	Item35 Benchmark: Targeted Partners identified and written agreements developed.	Item 35 Method: List of partnerships established; Written Agreements in place Agendas and minutes of meetings	March 2007		March 2008	
			35a.1 In partnership with the Dept. of MII research feasibility of expanding MAP Teams and	DFCS Deputy Director of Support	35a1 Model MAP Team Identified	35a.1 List of MAP Team and identified Model Team	35a.1 August 2006	35a.1		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			developing consistent protocol for family involvement.		35a.2 Research for funding conducted as a collaborative effort between MDHS & MDMII for MAP Team expansion. 35a.3 Partner with MDMII to determine feasibility of expanding MAP Teams 35a.4 Draft structured protocol for family involvement in MAP Teams 35a.5 Protocol implemented for each established MAP Team	35a.2 Funding Opportunities Identified 35a.3 If feasible MOU - Minutes of Meeting 35a.4 Protocol 35a.5 MDMII MAP Team Report	35a.2 August 2006 35a.3 September 2006 35a.4 December 2006 35a.5 June 2007	35a.2 35a.3 35a.4 35a.5		
			35b. Expand CJA Multi-disciplinary Teams to all counties and replicate effective models on a statewide basis.	CJA Sub-grantees DFCS Prevention Unit Director	35b.1 Identify counties with MDTs 35b.2 Evaluate MDTs to identify effective model(s) in the community for replication. 35b.3 Statewide protocol for MDT's developed 35b.4 Train MDTs on Protocol	35b.1 MDT Listing 35b.2 Evaluation Results 35b.3 Statewide Protocol 35b.4 Training Records	35b.1 April 2005 35b.2 January 2007 35b.3 May 2005 35b.4 June 2007	35b.1 April 2005 35b.2 35b.3 May 2005 35b.4		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
							Projected:	Actual:	Projected:	Actual:
			35c. Improve the effectiveness and impact of Project Homestead County Task Forces on the community to improve local service array and delivery of services.	DFCS Prevention Unit Director Project Homestead Program Coordinator	35c.1 Programmatic evaluation of effectiveness of existing Project Homestead County Task Forces. 35c.2 Rename and implement changes to current Project Homestead Program based on evaluation results. 35c.3 Expand Program into seven counties, at least one per region. 35c.4 Prioritize and target areas of the State that are known to have limited access of services and conduct the service inventory to assess county service array and identified service needs.	35c.1 Evaluation Results 35c.2 Program Guidelines 35c.3 Monthly Coordinator Reports 35c.4 Service Inventory Results/Report	35c.1 August 2005 35c.2 October 2006 35c.3 March 2007 35c.4 January 2007 & Annually	35c.1 September 2005 35c.2 35c.3 35c.4		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
					35c.5 Based on these targeted counties and the service inventory results, Coordinators will work with the coalition to develop and implement an annual plan to address the findings and improve the local service delivery.	35c.5 State Level Report and copies of the Coalition Annual Plans on file	35c.5 January 2007 & Annually	35c.5		
			35d. Stabilize and support existing Project Homestead Network Coordinators.	DFCS Prevention Unit Director Project Homestead Program Coordinator	35d.1 Programmatic Assessment completed to determine methods to stabilize and support nine (7) Network Coordinators for Project Homestead. 35d.2 Staff meetings utilized to review results and monitor progress in stabilizing Coordinators and improving the effectiveness of program.	35d.1 Assessment Results 35d.2 Agenda and minutes from staff meetings	35d.1 May 2005 35d.2 May 2007 and on-going	35d.1 May 2005 35d.2		
			35e. Enhance and expand foster and adoptive parent support groups and services.	Licensure Unit Adoption Program RDs and ASWSs	35e.1 Current active foster and adoptive parent support groups and providers of support services identified statewide.	35e.1 List of support groups and providers	35e.1 June 2006	35e.1		

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8		
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement		
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:	
					<p>35e.2 Use information from research to develop a directory of foster and adoptive parent support groups and service providers and make available to families.</p> <p>35e.3 Licensure and Adoption staff will partner with Adopt US Kids, foster & adoptive families and service providers to target areas of the state without access to a support group and plan efforts to expand coverage as part of the Statewide targeted Recruitment and Retention Plan.</p> <p>35e.4 Provide T/TA to support groups and service providers on how to develop support services for foster and adoptive families through collaborative efforts and partnerships with local community stakeholders.</p>	<p>35e.2 Resource Directory</p> <p>35e.3 Statewide Recruitment and Retention Plan and Quarterly Progress Reports on Plan</p> <p>35e.4 Record of T/TA provided by Licensure and Adoption staff</p>	<p>35e.2 November 2006</p> <p>35e.3 Quarterly Report = July 2006 (covering period April-June 2006) and then quarterly thereafter</p> <p>35e.4 July 2006</p>	<p>35e.2</p> <p>35e.3</p> <p>35e.4</p>			

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1	2	3	4	5	6	7	8		
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement	Goals of Achievement	
Systemic Factors	A	N/A				Projected:	Actual:	Projected:	Actual:
			35f. Engage current foster and adoptive parent support groups and service providers to provide technical assistance to newly created support groups or foster and adoptive parents interested in starting groups.	Licensure Unit Adoption Program RDs and ASWSs	35f.1 "Interest Survey" developed to identify interested groups or service providers. 35f.2 Survey disseminated to Foster/Adoptive parent and service providers 35f.3 Results of survey compiled to determine the interest level for a foster/adoptive parent support groups and service providers.	35f.1 Survey completed 35f.2 Distribution List 35f.3 Report of results	35f.1 January 2006 35f.2 March 2006 35f.3 May 2006	35f.1 35f.2 35f.3	
			35g. Offer workshop provided by members of effective Foster and Adoptive Parent Support Groups at the Annual Lookin to the Future Conference.	Licensure Unit Adoption Unit Training Unit	35g.1 Agreement from Lookin to the Future Conference Planning Committee to add workshop to conference agenda. 35g.2 Support provided to presenters to develop training presentation and materials for workshop. 35g.3 Workshop provided	35g.1 Workshop description and approval 35g.2 Presentation and handouts 35g.3 Workshop evaluation report	35g.1 March 2005 35g.2 May 2005 35g.3 July 2005	35g.1 October 2005 35g.2 October 2005 35g.3 July 2005	

Renegotiated Systemic Matrix (Effective April 1, 2006) Submitted October 2006

1		2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity		Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A					Projected:	Actual:	Projected:	Actual:
			35h. Research available technical assistance and resource materials available for Foster/Adoptive Parent interested in establishing a Statewide or Regional Foster or Adoptive Parent Association.	Licensure Unit Adoption Unit	35h.1 Research completed.	35h.1 Report from research completed and available resource material obtained for distribution.	35h.1 August 2005	35h.1 August 2005		
			35i. Establish more collaborative efforts and partnerships between local DFCS offices and available Families First Resource Centers and other community-based providers funded through MDHHS.	Bureau Director of Support DFCS Prevention Unit Director	35i.1 Listing of all available community-based services funded through MDHHS developed. 35i.2 List distributed to all regions, ASWSs, counties and field staff	35i.1 Provider list completed 35i.2 Distribution list and memo	35i.1 August 2005 35i.2 April 2005	35i.1 August 2005 35i2 August 2005		
			35j. RDs & ASWSs develop community relationships and support MDHHS service providers and other community based groups like Project Homestead, County Task Forces and parent support groups.	RDs and ASWSs	35j.1 Improved utilization of MDHHS providers by agency staff and clients. 35j.2 Evaluation of quality of services by RDs and ASWSs by April of each grant period. 35j.3 Improved visibility of DFCS staff support for service providers and community based groups.	35j.1 Sub-grantee monthly reports 35j.2 Annual Service Reports 35j.3 Weekly Activity Reports	35j.1 May 2005 then on-going 35j.2 May 2005 than annually May 2006 May 2007 June 2006	35j.1 May 2005 35j.2 June 2005 July 2006 May 2007 June 2006	35j.1 May 2005 35j.2 June 2005 35j.3 June 2005 June 2006	